



PrePark Cancellation, Refund, Parking Permit & Access Restrictions Policy

Version 1.1 | Last updated 15 September 2026

This policy applies to bookings made through PrePark. It explains when a booking is confirmed, how cancellations and refunds are handled, the rules applying where a parking permit, key, fob or other access item is required, and how road closures or access restrictions are treated. Nothing in this policy affects a customer's statutory rights.

Situation	Standard outcome
Customer cancels more than 24 hours before start	Parking charge refunded; £2.50 PrePark Platform Fee normally retained
Customer cancels at or within 24 hours	Standard refund £0, subject to fairness, exceptional circumstances and applicable law
Customer no-show	Standard refund £0
Host cancels	Full refund, including £2.50 Platform Fee and any refundable permit/security deposit
Host fails to provide required permit/access	Normally full refund, including Platform Fee and refundable deposit
Known material access restriction not disclosed by Host	PrePark may provide a full refund if the space could not reasonably be used
Unexpected external road closure/restriction	Reviewed case-by-case; no automatic refund if reasonable access remains available

1. Booking Requests

Submitting a booking request does not create a confirmed booking. The PrePark process is: Customer submits request - Host accepts - Customer pays - Payment is confirmed - Booking becomes confirmed. No payment is taken when the customer initially submits a booking request. If the Host declines the request, the customer will not be charged. If the Host accepts, the customer will be invited to complete payment within the payment period stated by PrePark. If payment is not completed within that period, the request may expire and the space may be released.

2. Booking Price

The total amount payable will be clearly displayed before payment. The price consists of the Parking Charge set by the Host and a fixed **£2.50** PrePark Platform Fee charged to the customer for the services provided by the PrePark platform. The Host receives 100% of the parking price they have set, subject to the terms applying to the booking.

Parking Charge: **£10.00** PrePark Platform Fee: **£2.50** Total: **£12.50**

3. Customer Cancellation More Than 24 Hours Before the Booking

Where a customer cancels a confirmed booking more than 24 hours before the scheduled booking start time, the customer will normally receive a refund of the full Parking Charge. The **£2.50** PrePark Platform Fee will normally not be refunded where PrePark's booking and platform services have already been supplied. Where applicable law requires a different outcome, the customer's statutory rights will take precedence.



Parking Charge: **£10.00** Platform Fee: **£2.50** Total paid: **£12.50** Refund: **£10.00**

4. Customer Cancellation At or Within 24 Hours

Where a customer cancels at or within 24 hours of the scheduled booking start time, the standard refund is **£0.00**. This reflects that the Host has reserved the space and may have limited opportunity to obtain a replacement booking. Any amount retained must nevertheless remain fair and proportionate. PrePark may review the amount retained where appropriate, including where substantially the same parking period is subsequently rebooked or the Host's actual loss is materially lower.

5. Rebooking Following a Late Cancellation

If a customer cancels within the 24-hour non-refundable period, PrePark may make the parking space available to other customers. If substantially the same parking period is successfully rebooked, PrePark may review the original cancellation and refund some or all of the Parking Charge where appropriate. The intention is to avoid duplicate compensation for the same parking period. The PrePark Platform Fee will normally remain non-refundable where the platform and booking services have already been provided.

6. No-Shows

If a customer fails to attend their confirmed booking without cancelling, the booking will be treated as a no-show. No refund will normally be provided. PrePark may consider exceptional circumstances where appropriate and where required by law.

7. Host Cancellation

If a Host cancels a confirmed booking, the customer will receive a full refund of all amounts paid, including the Parking Charge, the **£2.50** PrePark Platform Fee and any refundable permit or security deposit held in connection with the booking. Repeated Host cancellations may result in restrictions on, suspension of, or removal of the Host's PrePark account.

8. Parking Permits and Access Items

Some parking spaces may require a physical or electronic parking permit, vehicle registration, key, fob, access card or other access arrangement. The Host must clearly identify before booking whether any such requirement applies.

The listing or booking information should explain whether the permit/access method is physical or electronic, how the customer obtains or activates it, when it becomes valid, where and when a reusable item must be returned, whether a refundable security deposit applies, and any reasonable replacement cost that may apply if a physical item is lost or damaged. A customer should not discover after payment that an undisclosed permit or access requirement applies.

9. Physical Permits, Keys and Fobs

Where the Host provides a reusable physical parking permit, key, fob, access card or similar item, a refundable security deposit may be required. The security deposit is separate from the Parking Charge and the **£2.50** PrePark Platform Fee. It is not Host parking income and is not a PrePark Platform Fee. The amount must be clearly disclosed before payment and will normally be refunded in full once the relevant item is returned in accordance with the booking instructions and within the specified return period.



10. Lost, Damaged or Unreturned Permits

If a physical permit, key, fob or access item is lost, not returned, returned materially damaged, or rendered unusable through the customer's actions, the Host may request a deduction from the security deposit. Any deduction must be reasonable and proportionate to the actual loss incurred. This may include a genuine replacement charge imposed on the Host. Where the replacement cost is less than the security deposit, the balance must be returned to the customer. PrePark may request evidence before approving a deduction.

11. Electronic or Virtual Permits

Where access is provided by vehicle registration, ANPR, an electronic permit, digital visitor registration or another method that does not involve a reusable physical item, a security deposit will normally not be required. If the Host incurs a genuine third-party charge for issuing an electronic permit, that charge must be clearly disclosed before payment. Hosts must not introduce undisclosed permit charges after a booking has been confirmed.

12. Failure to Provide a Required Permit or Access Item

If a booking requires a permit or access item and the Host fails to provide it as agreed, meaning the customer cannot reasonably use the parking space, the customer will normally be entitled to a full refund, including the PrePark Platform Fee. Any permit/security deposit will also be returned in full. The Host must not retain the Parking Charge where the customer's inability to park was caused by the Host's failure to provide the required access arrangements.

13. Road Closures and Access Restrictions

Parking near stadiums, venues, transport hubs and major events may be affected by temporary road closures, police controls, event-day traffic management, resident/permit zones, one-way systems or other access restrictions. Hosts must disclose any known restriction that may materially affect access to the parking space and provide reasonable alternative access instructions where available. Hosts should keep this information updated where restrictions vary by event or date. If a Host knew, or reasonably should have known, that the parking space would be inaccessible during the booked period and failed to disclose this, PrePark may provide the customer with a full refund, including the PrePark Platform Fee and any refundable permit/security deposit, where the customer could not reasonably use the space.

Important distinction: A road closure affecting the customer's preferred route does not necessarily mean the parking space itself is inaccessible. Where a reasonable alternative route remains available, a refund is not automatically due.

14. Unexpected Road Closures, Police Restrictions and Emergencies

Where an unexpected road closure, police restriction, emergency incident or other external event outside the reasonable control of PrePark or the Host affects access, PrePark will review the circumstances. A refund is not automatically guaranteed where the parking space remains reasonably accessible by another route. If the space is genuinely inaccessible from all reasonable routes for the booked period, PrePark may provide an appropriate full or partial refund after reviewing the evidence and circumstances.

15. Customer Route Planning and Event-Day Travel

Customers are responsible for checking their planned route, allowing sufficient travel time and following the Host's reasonable access instructions. Customers should check for event-day traffic restrictions, temporary road closures and local travel advice before setting off. Customers should contact PrePark as soon as reasonably possible if they



believe an access restriction prevents them from using the booked space. PrePark may request supporting evidence where appropriate.

16. Event Cancellation or Rescheduling

Cancellation, postponement, relocation or rescheduling of a sporting event, concert or other third-party event does not automatically cancel the associated PrePark parking booking. Customers who no longer require their parking should cancel as soon as possible. The standard cancellation rules in this policy will normally apply, although PrePark may consider exceptional circumstances where appropriate.

17. Refund Processing

Approved refunds will be processed to the original payment method wherever reasonably possible. The time taken for funds to appear in the customer's account may depend on Stripe, the customer's bank or card provider. The refund amount shown within the customer's PrePark account at the point of cancellation should reflect the refund entitlement calculated under this policy. The final amount will be determined when the cancellation is submitted and processed.

18. Refund Deadline and Countdown

The 24-hour cancellation period is calculated from the scheduled start time of the booking. For example, if a booking starts on Saturday at 3:00pm, the customer would normally need to cancel before Friday at 3:00pm to qualify for a refund of the Parking Charge. PrePark may display a live countdown and current refund amount in the customer and Host accounts for convenience. The system-calculated position at the time the cancellation is submitted will determine the standard refund outcome.

19. Exceptional Circumstances and Administrative Review

PrePark may provide a full or partial refund outside the standard cancellation rules where appropriate. This may include situations where the parking space was unavailable, a required permit or access method was not provided, the listing was materially inaccurate, the space was genuinely inaccessible, a duplicate payment occurred, there was a material technical failure, or applicable consumer law requires a refund or other remedy.

PrePark may request reasonable evidence and may consider whether the Host or customer could reasonably have reduced the loss.

20. Customer Responsibilities

Customers must follow reasonable instructions supplied for the booked space, including parking within the allocated area, providing the correct vehicle registration where required, displaying a permit correctly, observing the booked arrival/departure times, and returning any reusable permit, key or fob as instructed. Where a parking charge notice or other cost arises solely because a customer failed to follow clear and accurate instructions, the customer may be responsible for that cost, subject to applicable law and the circumstances. PrePark and Hosts must not seek to transfer responsibility where instructions were incorrect, unclear or not supplied.

21. Host Responsibilities

Hosts are responsible for ensuring that their listing is accurate, that they have the legal authority and necessary permissions to offer the space, and that they disclose material access, permit, road-closure and restriction information before the customer pays. PrePark may suspend or remove a listing where ownership, authority, safety, access or accuracy is disputed.



22. Statutory Rights

Nothing in this policy is intended to exclude or restrict rights or remedies that cannot lawfully be excluded or restricted. Where this policy conflicts with a customer's statutory rights, those statutory rights will take precedence.

23. Contact

Questions regarding cancellations, refunds, permits or access restrictions can be sent to:

Email: info@prepark.co.uk Website: www.prepark.co.uk

Policy note: This policy should be read alongside the PrePark Customer Terms & Conditions, Host Terms & Conditions and Host Listing & Acceptable Use Policy.